

CORE- Mailroom Quality Assurance of Verify

Purpose:

The Quality Analyst performs Quality Assurance (QA) checks on claims that have been processed by the Data Entry/Imaging Technicians (DE/IT) and Data Entry Specialists (DES) within the Verify system. Proper training will ensure that quality work is being produced by the Quality Analyst.

Identification of Roles:

Quality Analyst and Operations Coordinator— conduct Quality Assurance checks on the Verify process

Operations Team Lead and Operations Manager – operate as a resource for Quality Analyst functions; implement process changes as needed

Performance Standards:

Maintain at least a ninety-five percent (95%) keying accuracy rate for data entered documents.

Path of Business Procedure:

Step 1: Perform quality checks on the claims processed.

- a. Compare the information on the claim to the information that was entered

Step 2: Provide feedback

- a. Immediate verbal feedback is given to the person that created an error on any item that is considered to be a pattern or misunderstanding of a process
- b. Verbal feedback is given to the Operations Coordinator and/or Operations Team Lead if the Quality Analyst identifies that additional training is needed for an individual

Step 3: Help keep all training documentation current

Step 4: Raising and lowering Quality Assurance percentages

- a. The Operations Coordinator will run reports in Transform Manager to identify if QA percentages need to be raised or lowered.
- b. The Operations Coordinator will submit a CORE Mailroom Security Access form in OnBase to change the percentages if needed

Step 5: Reporting by the Operations Team Lead

- a. Create and review Monthly Accuracy Reports from Transform Manager for each person
- b. Complete the scorecard to identify if accuracy rates set by the State of Iowa are being met

Forms/Reports:

TEC Reports Exchange 7 – created monthly
Tech Reports Exchange 8- created monthly
CORE Mailroom Security Access form

RFP References:

5.2.2.3.4.1, 5.2.2.3.4.2

Interfaces:

Verify system
Transform Manager

Attachments:

CORE Mailroom Security Access Form

Mailroom Security Access User Form		
Reference: <input type="text"/>	UserID: <input type="text"/>	
Name: <input type="text"/>	Unit: <input type="text"/>	
Action		
<input type="checkbox"/> Activate New Operator	<input type="checkbox"/> Delete Access to File(s)	
<input type="checkbox"/> Activate Existing Operator	<input type="checkbox"/> Change Access to File(s)	
<input type="checkbox"/> Inactivate	<input type="checkbox"/> Delete	
Reason for Action		
<input type="checkbox"/> New Employee/Temp	<input type="checkbox"/> Assistance from Another Unit	
<input type="checkbox"/> Job Function Change	<input type="checkbox"/> Termination	
<input type="checkbox"/> User Modification	<input type="checkbox"/> Change Password	
Which Exchange		
<input type="checkbox"/> Exchange 7	<input type="checkbox"/> Exchange 8 (Default)	
<input type="checkbox"/> Both		
Dakota Imaging Applications		
<input type="checkbox"/> 1. Data Entry	<input type="checkbox"/> 9. Scanning	
<input type="checkbox"/> 2. Pre-Verification	<input type="checkbox"/> 10. Image QA	
<input type="checkbox"/> 3. Post-Verification	<input type="checkbox"/> 11. Character	
<input type="checkbox"/> 4. Classification	<input type="checkbox"/> 12. Form	
<input type="checkbox"/> 5. Indexing	<input type="checkbox"/> 13. Field	
<input type="checkbox"/> 6. Administration	<input type="checkbox"/> 14. Verify QA	
<input type="checkbox"/> 7. Rejection	<input type="checkbox"/> 15. Manual Job Selection	
<input type="checkbox"/> 8. Routing	<input type="checkbox"/> 16. Modify Verify Preferences	
Dakota Imaging Auto Feed Groups		
<u>Exchange 7</u>	<u>Exchange 8</u>	
<input type="checkbox"/> Part A	<input type="checkbox"/> Dental	
<input type="checkbox"/> Part B	<input type="checkbox"/> HCFA	
<input type="checkbox"/> UB	<input type="checkbox"/> TMC	
<input type="checkbox"/> Professional Crossover	<input type="checkbox"/> Priorities 100/150/175/70	
<input type="checkbox"/> Institutional Crossover	<input type="checkbox"/> All	
<input type="checkbox"/> Priorities 100/150/175		
<input type="checkbox"/> All		
Dakota Imaging QA Groups		
<u>Claim Type</u>	<u>Version</u>	<u>Percentage</u>
<input type="checkbox"/> HCFA	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> UB	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Dental	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> TMC	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Part A	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Part B	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Professional Crossover	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Institutional Crossover	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/> Reject QA 100% (Active Users Only)		
<input checked="" type="checkbox"/> Priority 255 100% (Active Users Only)		
Transform Manager Applications		
<input type="checkbox"/> Administration	<input type="checkbox"/> Verify Operators	
<input type="checkbox"/> Quality Analyst	<input type="checkbox"/> Remove TM Access	
<input type="checkbox"/> Mailroom Support Staff		
Comments: <input type="text"/>		
Requestor: COREKSCHULT	Date: 2/13/2015	